

## Minutes of the PPG held on the 24th May 2017 from 11:00am to 12:30pm

### Items discussed:

- 1 Practice manager discussed with the PPG members the Cyber-attack that took place on Friday the 12<sup>th</sup> of May. This affected all of the NHS including hospitals, pharmacies, GP practices, etc. The practice received 2 emails and 1 phone call informing them to turn off all PCs and disconnect them from the internet. The practice has not been affected by these attacks.
- 2 Then the practice manager discussed their upgrades to the phone system. Currently the practice has 5 members of staff answering phone calls in the morning and has hired 3 more receptionists to deal with patient demand. Discussed the extra cost of putting place a queuing system for the phones, 90% of PPG members would like to know where they are in the queue as alternative patients are still encouraged to use Online Access and more appointments will be available online in the near future. Co-Chairman and PPG members gave back positive experiences with regards to the phone system and the Doctors.
- 3 The PPG members have moved the PPG bulletin board, so it is more visible to patients. It is now located next to the prescription box and is full of useful information relating to the PPG and upcoming events.
- 4 The practice manager explained to the PPG members the practice complaints procedures. Most complaints are dealt with verbally, but if a complaint is more complex, then the patient can fill out a complaints form or write a letter. Then the practice will review the complaint and will contact the patient via phone or letter to try to resolve the complaint.
- 5 Tony discussed the potential of using “The Woodlawn Centre” for our PPG members and patients at the practice. The Woodlawn Centre offers a variety of activities and also hosts events. The centre is able to hold approximately 100 people and also has a lovely garden for summer time. Tony will liaise with manger and invite her to the next PPG meeting.
- 6 Planning events.
  - Managing a terminal illness
  - Wills and IHT issues
  - Cancer awareness
  - Long term care and the costs
  - Living and managing diabetes
  - Pain management
  - Dying successfully

PPG members expressed that they were most interested in the End of life event and discussed how this would be useful for patients that are technologically impaired.

Date of next meeting 20<sup>th</sup> September at 11am at the surgery